

2012 Seattle City Council Statement of Legislative Intent

Approved

Tab	Action	Option	Version
54	1	A	1

Budget Action Title: HSD utility low income customer enrollment and outreach.

Councilmembers: Conlin; Harrell; O'Brien

Staff Analyst: Meg Moorehead

Budget Committee Vote:

Date	Result	SB	BH	SC	TR	JG	NL	RC	TB	MO
11/08/2011	Pass 9-	Y	Y	Y	Y	Y	Y	Y	Y	Y

Statement of Legislative Intent:

The Council requests that the Human Services Department (HSD) submit a report that reviews its Utility Discount Program (UDP) for low income customer enrollment and outreach. The report should be developed in coordination with Seattle Public Utilities (SPU) and Seattle City Light (SCL) and include the following elements relating to HSD staffing and work processes for utility low income customer enrollment and outreach programs:

1. Compare 2012 HSD staffing, work processes and costs to 2010 staffing, work processes, and costs.
2. Show how performance targets are being met after 2011 implementation of HSD's recently updated utility low income customer enrollment work processes compared to past years.
3. Identify aspects of HSD's UDP that are working well and the aspects that could be improved to better meet performance targets and reduce costs. Recommend specific further improvements, a schedule for implementing those improvements, and a timeframe within which performance targets can be met after implementation.

Responsible Council Committee(s): Housing, Human Services, Health, & Culture

Date Due to Council: March 31, 2012